Identity and Access Management (IAM)
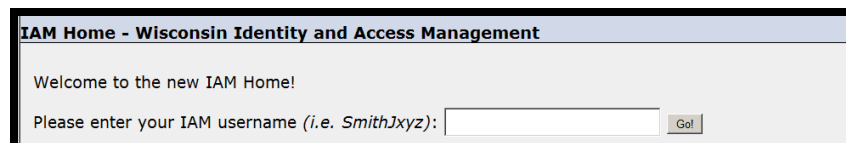
End User Guide

CONTENTS

HOW TO ACTIVATE YOUR ACCOUNT

Activating your account requires input from you and will take a couple of minutes to complete. IAM screens will walk you through the following steps:

- Complete a challenge-response process
- Create your shared secret question and answer
- Create a new password

1. Open a browser (ex: Internet Explorer) and enter **https://iam.wisconsin.gov**

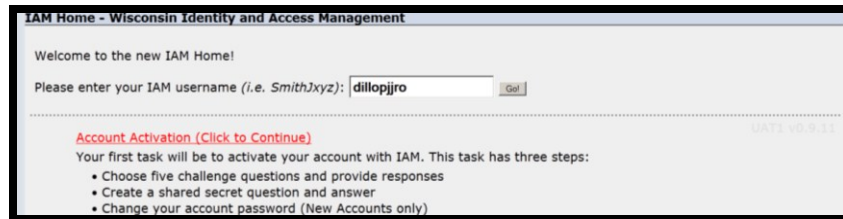2. Enter in the **IAM Account** that you were given**. Press the **Go** button.

> **IAM Home - Wisconsin Identity and Access Management**
>
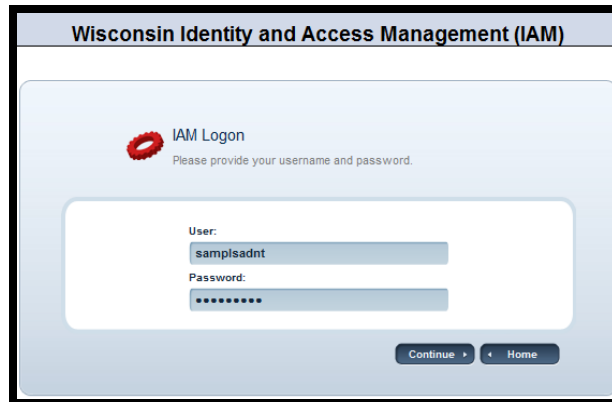> Welcome to the new IAM Home!
>
> Please enter your IAM username *(i.e. SmithJxyz)*: [ ] [Go!]

3. Click **Account Activation (Click to Continue)** to begin the steps to activate your account.

4. Enter in the **password** that you were given in the **Password:** field. Press the **Continue** button.
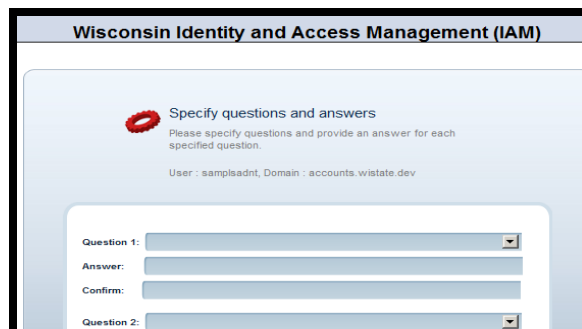

Select and Answer Challenge-Response Questions

The Challenge-Response process allows you to securely recover your account 24 hours a day, seven (7) days a week, such as when you forget your password. Choose five (**5) questions** and provide answers that you can use, exactly as entered, to recover your account. **The answers are NOT case sensitive**. These question-answer combinations identify you as the owner of this account.

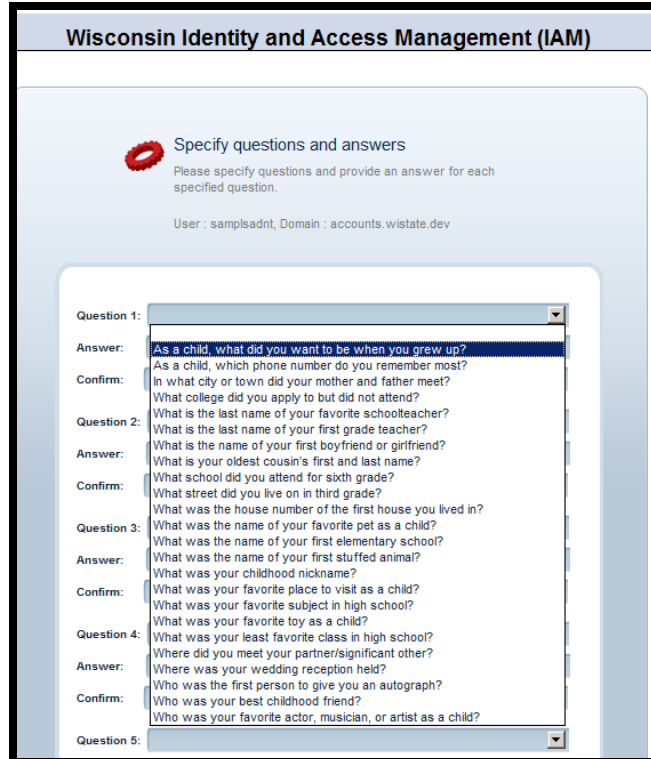| CAUTION	No one else can view your questions and answers, so be sure to use unique, meaningful answers that you can remember! If you do forget the answers, you will not be able to use Account Recovery and will need to contact someone in your agency as defined by your agency support procedures.

5. The panel will come up that allows you to select and answer your Challenge Response Questions.

6. For each of the 5 question slots **press the drop down** button. Using your mouse go down to the question that you wish to select and **click** on it.
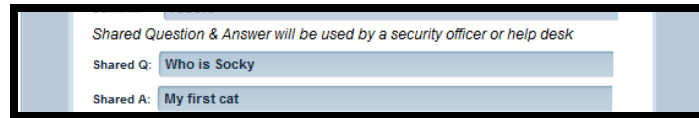

7. The question will now appear in the Question box. Key in the answer to the question (identically) in the **Answer** and **Confirm** box. You will perform this process 5 times so all questions are selected and answered (Question 1, Question 2, Question 3, Question 4 and Question 5). Your answers must be at least 2 characters long.

Create a Shared Secret Question and Answer

8. Scroll the panel down and enter in your own secret question after **Shared Q.** Enter the answer to the question after **Shared A.**

> Shared Question & Answer will be used by a security officer or help desk
> Shared Q: Who is Socky
> Shared A: My first cat

| NOTES | The shared secret question/answer can be seen by your agency security administrator or help desk technician. They will ask you to answer your shared secret question to confirm your identity as the owner of your account. |

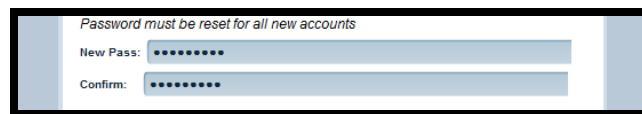| CAUTION | Your shared secret question-answer combination impacts how secure your Userid is. You should select shared secret questions that cannot be easily researched or guessed, such as: |

- Where did my husband propose to me?

- How did I break my leg/arm?

Avoid secret questions such as:

- What is my mother's maiden name?

- What is my son's first name or middle name

Create a New Password

9. Scroll the panel down and enter a new password for your IAM account. Enter in the new password identically in the **New Pass** and **Confirm** fields. Note the password requirements. Press the **Activate Account** button.

> Password must be reset for all new accounts
> New Pass: ●●●●●●●●
> Confirm: ●●●●●●●●

> Activate Account   ◂ Home

PASSWORD REQUIREMENTS

The IAM technical implementation enforces these requirements:

- The last 8 passwords cannot be reused.

- Passwords must be changed every **60 days**.

- Passwords must be 7–20 characters in length

- Passwords must contains at least three of the following categories of characters:

  - Uppercase letters (ABC…)

  - Lowercase letters (abc…)

  - Numerals 0 to 9

  - Symbols found on the keyboard

- Passwords may not include your user ID or department abbreviation.

- Passwords cannot match your firstname, middle name or last name (3 characters or greater).

10. The **Congratulations!** panel will appear. Press the **Home** button.
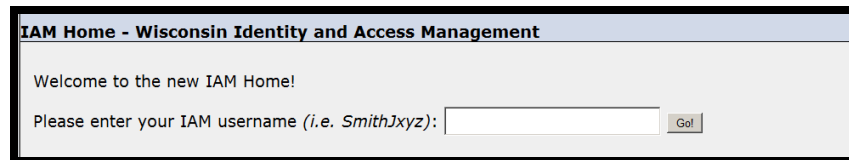
11. You have now successfully completed the IAM Account Activation Process. You may close your browser window.

HOW TO RECOVER YOUR ACCOUNT

You may need to recover your account for two reasons.

- You entered your password unsuccessfully four (4) consecutive times. This causes your IAM account to become locked. This action is called *intruder lockout*.
- Your password has <u>expired</u> (passwords must be changed every 60 days). This situation is treated as if your account has become intruder locked and you do not know what the password is (even though you might).

1. To use Account Recovery open a browser (ex: Internet Explorer) and enter
   https://iam.wisconsin.gov .

2. Enter your IAM account in the **username** field. Press the **Go** button**.**

IAM Home – Wisconsin Identity and Access Management

Welcome to the new IAM Home!

Please enter your IAM username *(i.e. SmithJxyz)*: [_____] [Go!]

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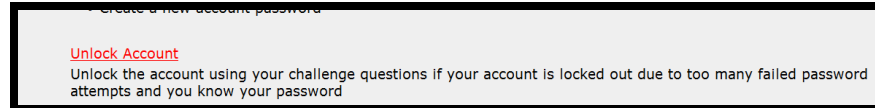
3. You have three options to recover an account.

   - Go to **Step 4** if your password is **not** expired and you **do remember** your password.

   - Go to **Step 8** if your password **has** expired **or** you **do NOT remember** your password.
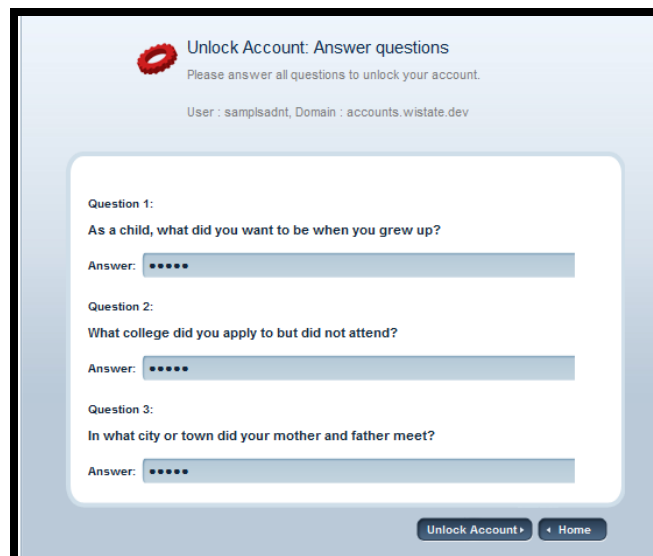
How to Unlock Your Account

4. Click on **Unlock Account** if you remember your password and your password has not expired.

Unlock Account
Unlock the account using your challenge questions if your account is locked out due to too many failed password attempts and you know your password

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5. You will be presented with 3 of the Challenge Response Questions that you answered when you went through Account Activation. Enter the **answer** to each question. Press the **Unlock Account** button.

Unlock Account: Answer questions
Please answer all questions to unlock your account.

User : samplsadnt, Domain : accounts.wistate.dev

Question 1:
As a child, what did you want to be when you grew up?

Answer: [•••••]

Question 2:
What college did you apply to but did not attend?

Answer: [•••••]

Question 3:
In what city or town did your mother and father meet?
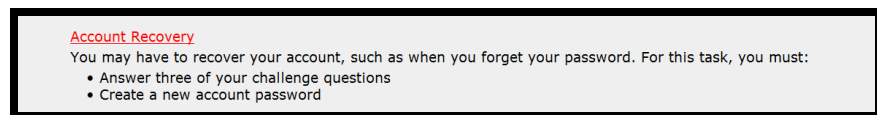
Answer: [•••••]

[Unlock Account ▸] [◂ Home]

6. The **Congratulations!** panel will come up. Press the **Home** button.
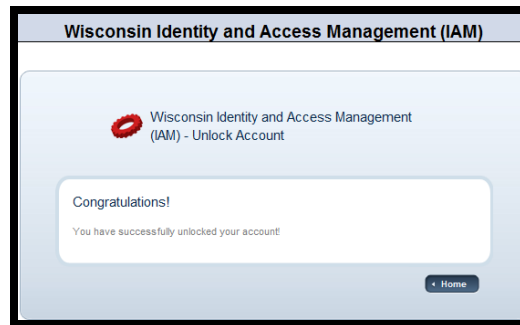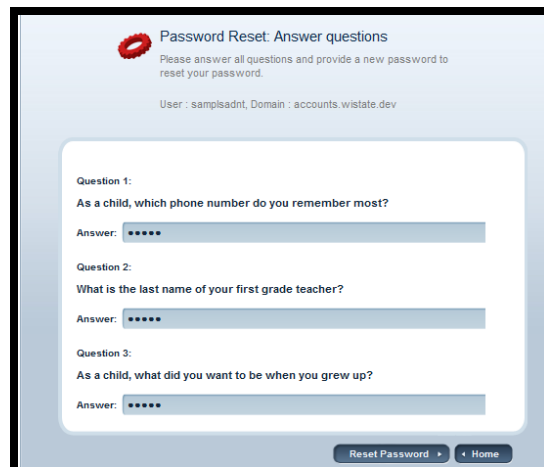

7. You have now successfully **unlocked** your IAM account. You may close your browser window. Your password has **NOT** been changed so you can use the password that you last remember.

How to Recover Your Password

8. Click on **Account Recovery** if **your password has expired** **or** you **do NOT remember** your password.

9. You are presented with a panel that contains 3 of the Challenge Response questions that you answered when you went through Account Activation. After you enter in the correct answer to each Challenge Response question, you will be given the opportunity to select a new password for your account.

   a. Enter the **answer** to each question that you have been presented with. Press the **Reset Password** button.
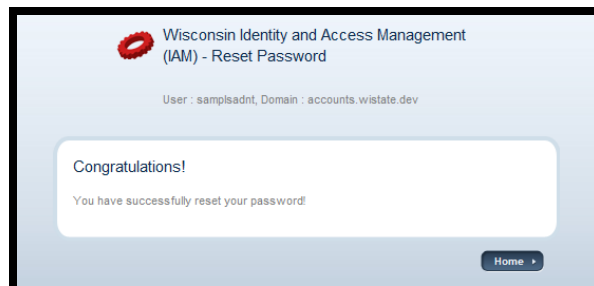
b. Enter in a **<u>new</u>** password in the '**Please enter your new password**' and '**Confirm your new password**' fields. Both these entries must be identical. Press the **Reset Password** button. Note the password requirements below.

PASSWORD REQUIREMENTS

The IAM technical implementation enforces these requirements:

- The last 8 passwords cannot be reused.

- Passwords must be changed every **60 days**.

- Passwords must be 7–20 characters in length

- Passwords must contains at least three of the following categories of characters:

    - Uppercase letters (ABC…)
    - Lowercase letters (abc…)
    - Numerals 0 to 9
    - Symbols found on the keyboard

- Passwords may not include your user ID or department abbreviation.

- Passwords cannot match your firstname, middle name or last name (3 characters or greater).

10. The **Congratulations!** panel will come up. Press the **HOME** button. You can close your browser.
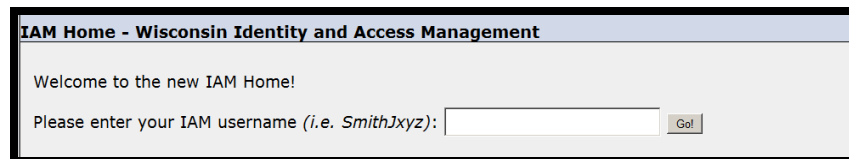
PASSWORD CHANGE

IMPORTANT	**If your IAM password has EXPIRED you must follow the Account Recovery steps. Go to How to Recover your Password on page 8, step 8.**
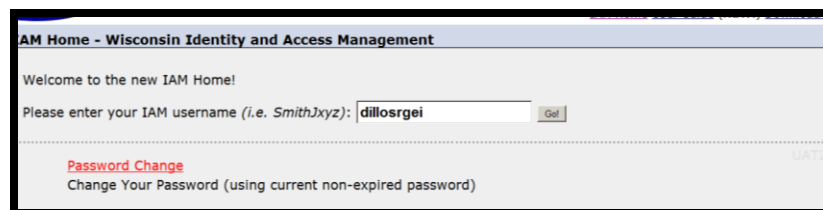
To perform an IAM Account password change, follow these initial steps:

1. To change your IAM account password open a browser (ex: Internet Explorer) and enter **https://iam.wisconsin.gov** .

2. Enter your IAM account in the **username** field. Press the **Go** button.

3. Press **Password Change**.
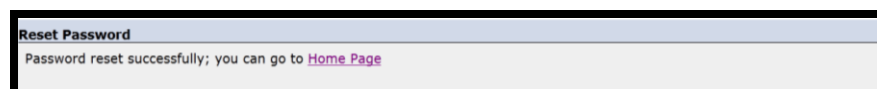
4. Enter your *Current Password* in the **Current Password** field. Enter your *New Password* identically in the **New Password** and **Confirm New Password** fields. Press the **Reset Password** button. <u>See page 9 for Password Requirements</u>.

5. The following panel will appear. Click on **Home Page** to return to the IAM home page. You are done and can close your browser.
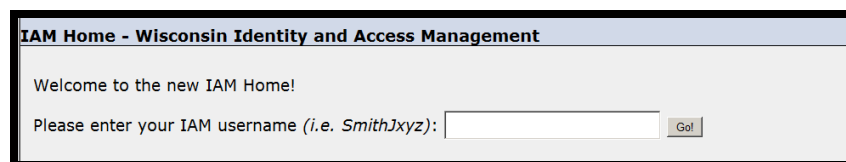
HOW TO MANAGE YOUR ACCOUNT
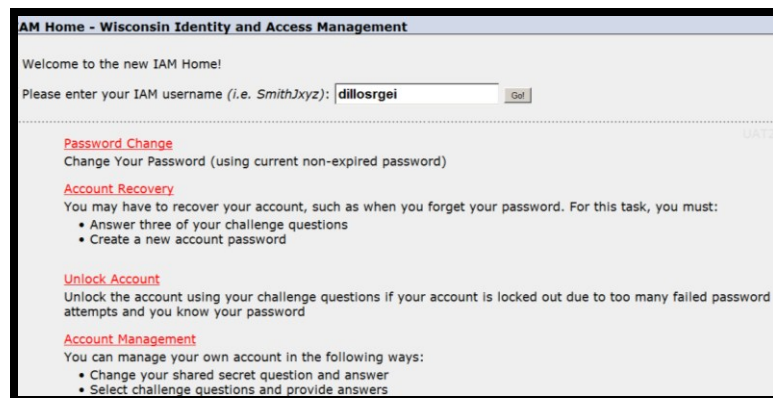
Under this option you can change your current **shared secret question / answer** or select and answer new **challenge-response questions**.

1. To manage your account open a browser (ex: Internet Explorer) and enter **https://iam.wisconsin.gov** .

2. Enter your IAM account in the **username** field. Press the **Go** button**.**

3. Click on **Account Management**.
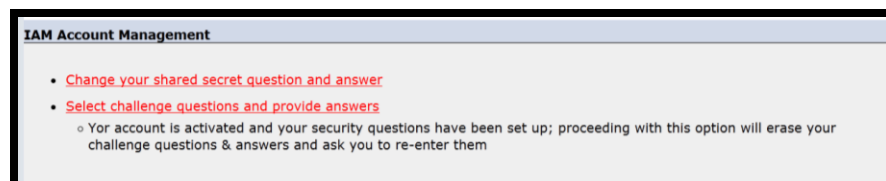
- Go to Step 4 to recreate a new Secret Question/Answer

- Go to Step 9 to select and answer new Challenge-Response questions
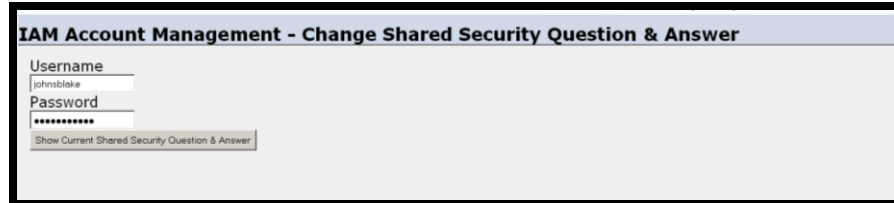
Create a New Shared Secret Question and Answer

4. Press **Change your shared secret question and answer**.
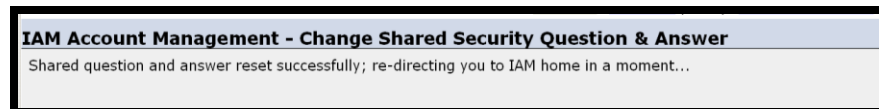
5. Enter in your *current IAM account and password* and press the **Show Current Shared Security Question & Answer** button.

6. The next panel will show your current secret question and answer. Type over the values in the **Shared Question** and **Shared Answer** fields with your new **Shared Security Question & Answer**. Press the **Save Shared Question & Answer** button.
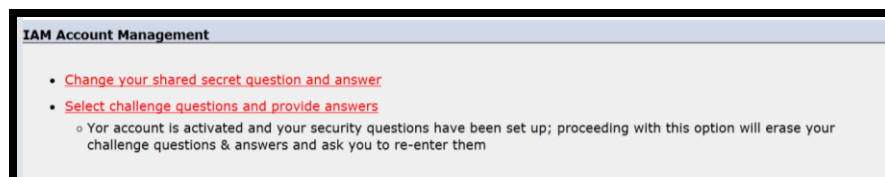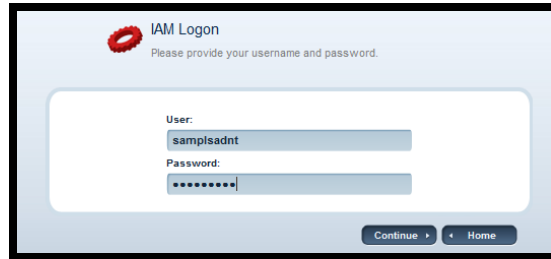

7. The following panel comes up.

8. You have successfully completed changing your Shared Secret Question/Answer. You may close your browser window.

Select and Answer New Challenge Response Questions

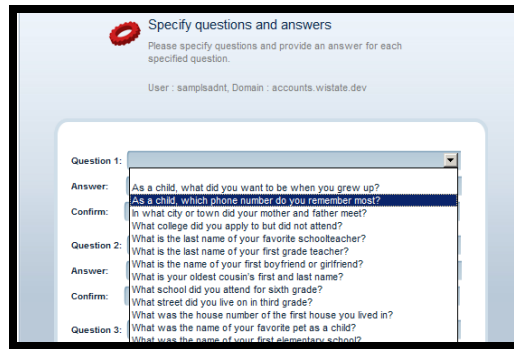9. Press **Select challenge questions and provide answer**.

10.   Enter in your *IAM account password* in the Password field. Press the **Continue** button.
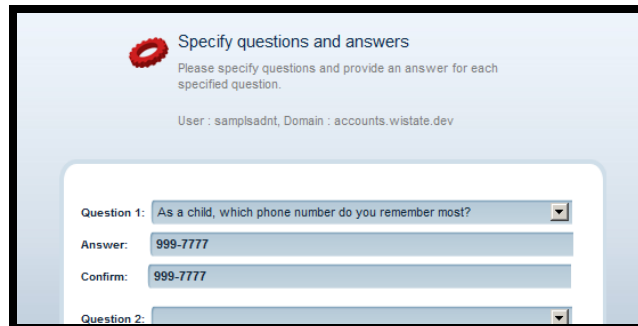
11. The next panel comes up where you can choose your Challenge Response questions and answer them. For each of the 5 question slots **press the drop down** button. Using your mouse go down to the question that you wish to select and answer. **Click** on it.
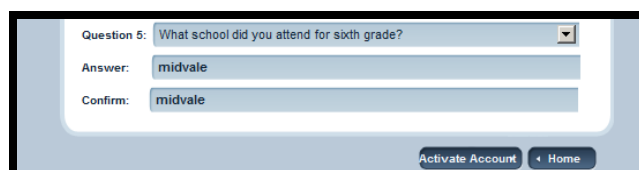

12. The question will now appear in the Question box. Key in the answer to that question identically in the **Answer** and **Confirm** box. You will perform this process five (5) times so all questions are selected and answered (Question 1, Question 2, Question 3, Question 4 and Question 5).
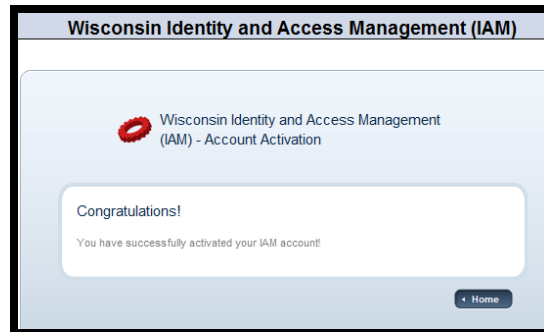

13. When you have selected and answered all your Challenge-Response questions press the **Activate Account** button.

14. The **Congratulations!** panel appears. Press the **Home** button.

15. You have now successfully completed changing your Challenge-Response questions. You may close your browser window.

HOW TO GET HELP

For help please follow your agency procedures for password assistance. This may include contacting your Agency Help Desk or Agency IAM Security Administrator.